

PCT

REQUEST

The undersigned requests that the present international application be processed according to the Patent Cooperation Treaty.

For receiving Office use only

International Application No.

International Filing Date

Name of receiving Office and "PCT International Application"

Applicant's or agent's file reference
(if desired) (12 characters maximum) 30980016 WO

Box No. I TITLE OF INVENTION	
Monitoring ISDN Links	
Box No. II APPLICANT	
Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country. The country of the address indicated in this Box is the applicant's State (that is, country) of residence if no State of residence is indicated below.)	
Hewlett-Packard Company 3000 Hanover Street Palo Alto CA 94304 USA	<input type="checkbox"/> This person is also inventor. Telephone No. Facsimile No. Teleprinter No.
State (that is, country) of nationality: US	State (that is, country) of residence: US
This person is applicant for the purposes of: <input type="checkbox"/> all designated States <input checked="" type="checkbox"/> all designated States except the United States of America <input type="checkbox"/> the United States of America only <input type="checkbox"/> the States indicated in the Supplemental Box	
Box No. III FURTHER APPLICANT(S) AND/OR (FURTHER) INVENTOR(S)	
Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country. The country of the address indicated in this Box is the applicant's State (that is, country) of residence if no State of residence is indicated below.)	
MOTTISHAW, Peter John 60 Stoneyflatts South Queensferry West Lothian EH30 9XU Scotland GB	This person is: <input type="checkbox"/> applicant only <input checked="" type="checkbox"/> applicant and inventor <input type="checkbox"/> inventor only (If this check-box is marked, do not fill in below.)
State (that is, country) of nationality: GB	State (that is, country) of residence: GB
This person is applicant for the purposes of: <input type="checkbox"/> all designated States <input type="checkbox"/> all designated States except the United States of America <input checked="" type="checkbox"/> the United States of America only <input type="checkbox"/> the States indicated in the Supplemental Box	
<input checked="" type="checkbox"/> Further applicants and/or (further) inventors are indicated on a continuation sheet.	
Box No. IV AGENT OR COMMON REPRESENTATIVE; OR ADDRESS FOR CORRESPONDENCE	
The person identified below is hereby/has been appointed to act on behalf of the applicant(s) before the competent International Authorities as: <input checked="" type="checkbox"/> agent <input type="checkbox"/> common representative	
Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country.)	
COKER, David Graeme Hewlett-Packard Limited Intellectual Property Section Filton Road, Stoke Gifford Bristol BS34 8QZ England GB	Telephone No. (0) 117 922 8026 Facsimile No. (0) 117 922 9841 Teleprinter No.
<input type="checkbox"/> Address for correspondence: Mark this check-box where no agent or common representative is/has been appointed and the space above is used instead to indicate a special address to which correspondence should be sent.	

Continuation of Box No. III FURTHER APPLICANTS AND/OR (FURTHER) INVENTORS

If none of the following sub-boxes is used, this sheet should not be included in the request.

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country. The country of the address indicated in this Box is the applicant's State (that is, country) of residence if no State of residence is indicated below.)

ARCHIBALD, David Moir
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This person is:

- ☐ applicant only
☒ applicant and inventor
☐ inventor only (If this check-box is marked, do not fill in below.)

State (that is, country) of nationality:

GB

State (that is, country) of residence:

GB

This person is applicant for the purposes of:

- ☐ all designated States ☐ all designated States except the United States of America ☒ the United States of America only ☐ the States indicated in the Supplemental Box

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country. The country of the address indicated in this Box is the applicant's State (that is, country) of residence if no State of residence is indicated below.)

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Scotland
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This person is:

- ☐ applicant only
☒ applicant and inventor
☐ inventor only (If this check-box is marked, do not fill in below.)

State (that is, country) of nationality:

GB

State (that is, country) of residence:

GB

This person is applicant for the purposes of:

- ☐ all designated States ☐ all designated States except the United States of America ☒ the United States of America only ☐ the States indicated in the Supplemental Box

Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country. The country of the address indicated in this Box is the applicant's State (that is, country) of residence if no State of residence is indicated below.)

REYNOLDS, Alistair Scott
46A Mains Road
Linlithgow
Scotland EH49 6QA
GB

This person is:

- ☐ applicant only
☒ applicant and inventor
☐ inventor only (If this check-box is marked, do not fill in below.)

State (that is, country) of nationality:

GB

State (that is, country) of residence:

GB

This person is applicant for the purposes of:

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Name and address: (Family name followed by given name; for a legal entity, full official designation. The address must include postal code and name of country. The country of the address indicated in this Box is the applicant's State (that is, country) of residence if no State of residence is indicated below.)

This person is:

- ☐ applicant only
☐ applicant and inventor
☐ inventor only (If this check-box is marked, do not fill in below.)

State (that is, country) of nationality:

State (that is, country) of residence:

This person is applicant for the purposes of:

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☐ Further applicants and/or (further) inventors are indicated on another continuation sheet.

Box No.V DESIGNATION OF STATES

The following designations are hereby made under Rule 4.9(a) (mark the applicable check-boxes; at least one must be marked):

Regional Patent

- ☐ **AP ARIPO Patent:** GH Ghana, GM Gambia, KE Kenya, LS Lesotho, MW Malawi, SD Sudan, SZ Swaziland, UG Uganda, ZW Zimbabwe, and any other State which is a Contracting State of the Harare Protocol and of the PCT
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- ☒ **EP European Patent:** AT Austria, BE Belgium, CH and LI Switzerland and Liechtenstein, CY Cyprus, DE Germany, DK Denmark, ES Spain, FI Finland, FR France, GB United Kingdom, GR Greece, IE Ireland, IT Italy, LU Luxembourg, MC Monaco, NL Netherlands, PT Portugal, SE Sweden, and any other State which is a Contracting State of the European Patent Convention and of the PCT
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National Patent (if other kind of protection or treatment desired, specify on dotted line):

- | | |
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| <input type="checkbox"/> BB Barbados | <input type="checkbox"/> MK The former Yugoslav Republic of Macedonia |
| <input type="checkbox"/> BG Bulgaria | |
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| <input type="checkbox"/> IL Israel | <input type="checkbox"/> UG Uganda |
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| <input type="checkbox"/> KG Kyrgyzstan | <input type="checkbox"/> VN Viet Nam |
| <input type="checkbox"/> KP Democratic People's Republic of Korea | <input type="checkbox"/> YU Yugoslavia |
| | <input type="checkbox"/> ZW Zimbabwe |
| <input type="checkbox"/> KR Republic of Korea | |
| <input type="checkbox"/> KZ Kazakhstan | |
| <input type="checkbox"/> LC Saint Lucia | |
| <input type="checkbox"/> LK Sri Lanka | |
| <input type="checkbox"/> LR Liberia | |

Check-boxes reserved for designating States (for the purposes of a national patent) which have become party to the PCT after issuance of this sheet:

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- ☐

Precautionary Designation Statement: In addition to the designations made above, the applicant also makes under Rule 4.9(b) all other designations which would be permitted under the PCT except any designation(s) indicated in the Supplemental Box as being excluded from the scope of this statement. The applicant declares that those additional designations are subject to confirmation and that any designation which is not confirmed before the expiration of 15 months from the priority date is to be regarded as withdrawn by the applicant at the expiration of that time limit. (Confirmation of a designation consists of the filing of a notice specifying that designation and the payment of the designation and confirmation fees. Confirmation must reach the receiving Office within the 15-month time limit.)

Box No. VI PRIORITY CLAIM		<input type="checkbox"/> Further priority claims are indicated in the Supplemental Box.		
Filing date of earlier application (day/month/year)	Number of earlier application	Where earlier application is:		
		national application: country	regional application: regional Office	international application: receiving Office
item (1) EP	15 December 1997	97310155.3	GB	
item (2) EP	29 May 1998	98304246.6	GB	
item (3)				

☐ The receiving Office is requested to prepare and transmit to the International Bureau a certified copy of the earlier application(s) (only if the earlier application was filed with the Office which for the purposes of the present international application is the receiving Office) identified above as item(s):

* Where the earlier application is an ARIPO application, it is mandatory to indicate in the Supplemental Box at least one country party to the Paris Convention for the Protection of Industrial Property for which that earlier application was filed (Rule 4.10(b)(ii)). See Supplemental Box.

Box No. VII INTERNATIONAL SEARCHING AUTHORITY

Choice of International Searching Authority (ISA)
(if two or more International Searching Authorities are competent to carry out the international search, indicate the Authority chosen; the two-letter code may be used):

ISA /

Request to use results of earlier search; reference to that search (if an earlier search has been carried out by or requested from the International Searching Authority):

Date (day/month/year)

4 June 1998

Number

EP 97 31 0155

Country (or regional Office)

EP

Box No. VIII CHECK LIST; LANGUAGE OF FILING

This international application contains the following number of sheets:

request : 4

description (excluding sequence listing part) : 13

claims : 3

abstract : 1

drawings : 3

sequence listing part of description : -

Total number of sheets : 24

This international application is accompanied by the item(s) marked below:

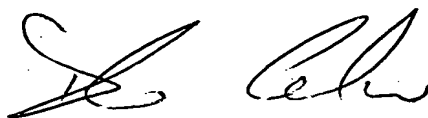
1. ☒ fee calculation sheet
2. ☐ separate signed power of attorney
3. ☒ copy of general power of attorney; reference number, if any: (x5)
4. ☐ statement explaining lack of signature
5. ☒ priority document(s) identified in Box No. VI as item(s): 1,2
6. ☐ translation of international application into (language):
7. ☐ separate indications concerning deposited microorganism or other biological material
8. ☐ nucleotide and/or amino acid sequence listing in computer readable form
9. ☒ other (specify): Search Report

Figure of the drawings which should accompany the abstract: 3

Language of filing of the international application: English

Box No. IX SIGNATURE OF APPLICANT OR AGENT

Next to each signature, indicate the name of the person signing and the capacity in which the person signs (if such capacity is not obvious from reading the request).



COKER, David Graeme

For receiving Office-use only		2. Drawings: <input type="checkbox"/> received: <input type="checkbox"/> not received:
1. Date of actual receipt of the purported international application:		
3. Corrected date of actual receipt due to later but timely received papers or drawings completing the purported international application:		
4. Date of timely receipt of the required corrections under PCT Article 11(2):		
5. International Searching Authority (if two or more are competent): ISA /	6. <input type="checkbox"/> Transmittal of search copy delayed until search fee is paid.	

Date of receipt of the record copy by the International Bureau:

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PATENT COOPERATION TREATY

PCT

INTERNATIONAL SEARCH REPORT

(PCT Article 18 and Rules 43 and 44)

Applicant's or agent's file reference 30980016 WO	FOR FURTHER ACTION see Notification of Transmittal of International Search Report (Form PCT/ISA/220) as well as, where applicable, item 5 below.	
International application No. PCT/GB 98/ 03756	International filing date (day/month/year) 15/12/1998	(Earliest) Priority Date (day/month/year) 15/12/1997
Applicant HEWLETT-PACKARD COMPANY et al.		

This International Search Report has been prepared by this International Searching Authority and is transmitted to the applicant according to Article 18. A copy is being transmitted to the International Bureau.

This International Search Report consists of a total of 4 sheets.

☒ It is also accompanied by a copy of each prior art document cited in this report.

1. Basis of the report

- a. With regard to the **language**, the international search was carried out on the basis of the international application in the language in which it was filed, unless otherwise indicated under this item.

☐ the international search was carried out on the basis of a translation of the international application furnished to this Authority (Rule 23.1(b)).

- b. With regard to any **nucleotide and/or amino acid sequence** disclosed in the international application, the international search was carried out on the basis of the sequence listing :

☐ contained in the international application in written form.

☐ filed together with the international application in computer readable form.

☐ furnished subsequently to this Authority in written form.

☐ furnished subsequently to this Authority in computer readable form.

☐ the statement that the subsequently furnished written sequence listing does not go beyond the disclosure in the international application as filed has been furnished.

☐ the statement that the information recorded in computer readable form is identical to the written sequence listing has been furnished

2. ☐ **Certain claims were found unsearchable** (See Box I).

3. ☐ **Unity of invention is lacking** (see Box II).

4. With regard to the **title**,

☒ the text is approved as submitted by the applicant.

☐ the text has been established by this Authority to read as follows:

5. With regard to the **abstract**,

☒ the text is approved as submitted by the applicant.

☐ the text has been established, according to Rule 38.2(b), by this Authority as it appears in Box III. The applicant may, within one month from the date of mailing of this international search report, submit comments to this Authority.

6. The figure of the **drawings** to be published with the abstract is Figure No.

☒ as suggested by the applicant.

☐ because the applicant failed to suggest a figure.

☐ because this figure better characterizes the invention.

3

☐ None of the figures.

INTERNATIONAL SEARCH REPORT

International Application No.

PCT/GB 98/03756

A. CLASSIFICATION OF SUBJECT MATTER
IPC 6 H04Q11/04

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 6 H04Q

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	WO 96 34506 A (KONINKLIJKE PTT NEDERLAND N.V.) 31 October 1996 see abstract see page 1, line 1 - page 4, line 33 see claims 1,6; figure 1	1,5
A	---	2-4,6-9, 11
X	FR 2 691 029 A (CERSEM S.A.) 12 November 1993 see abstract see page 4, line 6-17 see page 5, line 13 - page 6, line 2 see claims 1-4; figures 1-4	1,5
A	---	2-4,6-9, 11
	--- -/--	

☒ Further documents are listed in the continuation of box C.☒ Patent family members are listed in annex.

* Special categories of cited documents:

"A" document defining the general state of the art which is not considered to be of particular relevance

"E" earlier document but published on or after the international filing date

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"O" document referring to an oral disclosure, use, exhibition or other means

"P" document published prior to the international filing date but later than the priority date claimed

"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

"&" document member of the same patent family

Date of the actual completion of the international search

14 April 1999

Date of mailing of the international search report

04/05/1999

Name and mailing address of the ISA

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Fax: (+31-70) 340-3016

Authorized officer

Gijssels, W

INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 98/03756

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	DASPIT N R ET AL: "5ESS SWITCH ISDN BETA SITE USERS GROUP" PROCEEDINGS OF THE NATIONAL COMMUNICATIONS FORUM, vol. 42, no. 2, 30 September 1988, pages 1182-1188, XP000053895 CHICAGO, ILLINOIS see page 1184, left-hand column, line 26-51 see figure 2	1,5
A	---	2-4,6-9, 11
X	ATKINSON D ET AL: "ISDN BRI CENTRALIZED PROTOCOL ANALYSIS" PROCEEDINGS OF THE NETWORK OPERATIONS AND MANAGEMENT SYMPOSIUM (NOMS '92), vol. 2 of 3, 6 - 9 April 1992, pages 312-323, XP000344704 MEMPHIS see page 319, line 1 - page 321, line 7 * figures pages 319-321 *	1,5
A	---	2-4,6-9, 11
A	EP 0 658 032 A (HEWLETT-PACKARD COMPANY) 14 June 1995 see abstract see column 2, line 46 - column 3, line 31 see claims 1-4; figures 1,2 ---	2,4,6,9
A	EP 0 480 826 A (FRANCE TELECOM) 15 April 1992 see abstract see figures 1,3,4 ---	1,3-9,11
A	EP 0 573 735 A (TELENORMA GMBH) 15 December 1993 see abstract see figure 1 ---	1,3-9,11
P,X	WO 98 33351 A (NEWBRIDGE NETWORKS CORPORATION) 30 July 1998 see abstract see page 1, line 19 - page 2, line 9 see claims 1-7; figure 1 ---	7
P,A	---	11-13
A	US 5 487 072 A (KANT K) 23 January 1996 see abstract see column 3, line 50 - column 4, line 43 see figure 1 ---	7
	--- -/--	

INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 98/03756

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	TAKA M ET AL: "PERFORMANCE DESIGN AND MONITORING TECHNIQUES FOR MULTIMEDIA SERVICES" NTT REVIEW, vol. 6, no. 1, 1 January 1994, pages 56-59, XP000425225 see figure 1 ---	7
A	SATORU O ET AL: "APPLYING OSI SYSTEMS MANAGEMENT STANDARDS TO REMOTELY CONTROLLED VIRTUAL PATH TESTING IN ATM NETWORKS" IEICE TRANSACTIONS ON COMMUNICATIONS, vol. E76 - B, no. 3, 1 March 1993, pages 280-290, XP000304001 see page 281-282, paragraph 2. see figure 1 -----	7

INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No

PCT/GB 98/03756

Patent document cited in search report		Publication date		Patent family member(s)	Publication date
WO 9634506	A	31-10-1996	NL	1000238 C	29-10-1996
			AU	5646696 A	18-11-1996
			EP	0823187 A	11-02-1998
			NO	974927 A	23-12-1997
			US	5708713 A	13-01-1998

FR 2691029	A	12-11-1993	NONE		

EP 0658032	A	14-06-1995	JP	8046687 A	16-02-1996
			US	5521902 A	28-05-1996
			US	5726972 A	10-03-1998

EP 0480826	A	15-04-1992	FR	2668003 A	17-04-1992
			DE	69106832 D	02-03-1995
			DE	69106832 T	27-07-1995

EP 0573735	A	15-12-1993	DE	4215945 C	06-05-1993

WO 9833351	A	30-07-1998	CA	2195893 A	24-07-1998

US 5487072	A	23-01-1996	NONE		



INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification ⁶ : H04Q 11/04		A1	(11) International Publication Number: WO 99/31925
			(43) International Publication Date: 24 June 1999 (24.06.99)
(21) International Application Number: PCT/GB98/03756		(81) Designated States: JP, US, European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE).	
(22) International Filing Date: 15 December 1998 (15.12.98)			
(30) Priority Data: 97310155.3 15 December 1997 (15.12.97) EP 98304246.6 29 May 1998 (29.05.98) EP		Published With international search report. Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.	
(71) Applicant (for all designated States except US): HEWLETT-PACKARD COMPANY [US/US]; 3000 Hanover Street, Palo Alto, CA 94304 (US).			
(72) Inventors; and			
(75) Inventors/Applicants (for US only): MOTTISHAW, Peter, John [GB/GB]; 60 Stoneyflatts, South Queensferry, West Lothian EH30 9XU (GB). ARCHIBALD, David, Moir [GB/GB]; 1 Cortlefferry Park, Dalkeith, Midlothian EH22 3HT (GB). CARSON, Douglas, John [GB/GB]; 6/8 Russell Gardens, Roseburn, Edinburgh EH12 5PG (GB). REYNOLDS, Alistair, Scott [GB/GB]; 46A Mains Road, Linlithgow EH49 6QA (GB).			
(74) Agent: COKER, David, Graeme; Hewlett-Packard Limited, Intellectual Property Section, Filton Road, Stoke Gifford, Bristol BS34 8QZ (GB).			

(54) Title: MONITORING ISDN LINKS

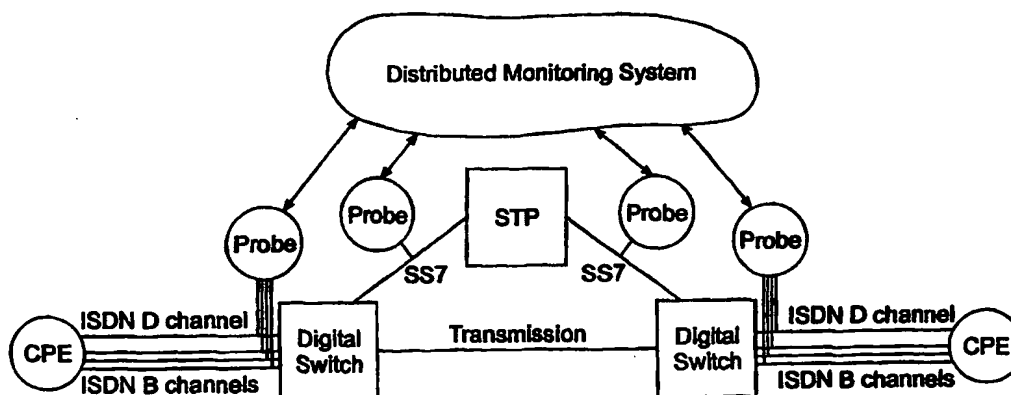


Fig.3: Example of Architecture for Monitoring ISDN and SS7 Networks

(57) Abstract

Telecommunications signals (voice and/or data) are provided to a subscriber via B channels of an Integrated Services Digital Network (ISDN) link coupled to a public switched telephone network (PSTN) incorporating an SS7 signalling system. A monitoring system extracts data from subscriber signalling messages traversing the ISDN link's D channel and from messages traversing the SS7 signalling system, and generates additional monitoring data by measuring parameters of the telecommunications signals on the B channels. These data are correlated to derive information to assist management of telecommunications services provided via the ISDN link.

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CM	Cameroon		Republic of Korea	PL	Poland		
CN	China	KR	Republic of Korea	PT	Portugal		
CU	Cuba	KZ	Kazakstan	RO	Romania		
CZ	Czech Republic	LC	Saint Lucia	RU	Russian Federation		
DE	Germany	LI	Liechtenstein	SD	Sudan		
DK	Denmark	LK	Sri Lanka	SE	Sweden		
EE	Estonia	LR	Liberia	SG	Singapore		

Monitoring ISDN links

Technical Field

5 This invention relates to monitoring systems which collect data from an Integrated Services Digital Network (ISDN).

Background

10 The Integrated Services Digital Network has been designed to provide customers with digital access to the public network, which can carry a number of different services at a range of different bandwidths. The narrowband ISDN is extensively deployed worldwide. The broadband ISDN (B-ISDN) is in early deployment and trial phases with a number of operators. The network that operators will actually have to manage will be a combination of existing digital and analogue networks, narrowband ISDN, broadband ISDN, internet technology and other technologies. A specific service is likely to use
15 resources from a number of these different networks (Figure 2 shows some examples of the resources and technologies involved). This presents major problems in the end-to-end management of the service. The monitoring system described here addresses many of these problems.

Disclosure of Invention

20 According to one aspect of this invention there is provided a method of monitoring an ISDN link, comprising the steps of: monitoring at a first location subscriber signalling messages on an ISDN D channel to derive first monitoring data; monitoring at said first location telecommunications traffic traversing ISDN B channels associated with said ISDN D channel to derive second monitoring data; and correlating
25 said first and second monitoring data.

In some case it may be desirable to monitor additional signalling messages (e.g. SS7 protocol messages) on a signalling link in a telecommunications network (such as the public switched telephone network – PSTN) coupled to said ISDN link, to derive third
30 monitoring data, and correlate those third monitoring data with at least one of the first and second monitoring data. Another option is to monitor signalling messages and telecommunications traffic on ISDN links at a second location, and correlate the resulting monitoring data with those first and second monitoring data.

35 According to another aspect of this invention there is provided a method of monitoring an ISDN link, comprising the steps of: monitoring subscriber signalling messages on an ISDN D channel to derive first monitoring data; monitoring additional signalling messages (e.g. SS7 protocol messages) on a signalling link in a telecommunications network coupled to said ISDN link, to derive second monitoring data; and correlating said first and second monitoring data.

According to a further aspect of this invention there is provided apparatus for monitoring an ISDN link, comprising: first equipment at a first location for monitoring subscriber signalling messages on an ISDN D channel to derive first monitoring data; second equipment at said first location for monitoring telecommunications traffic traversing ISDN B channels associated with said ISDN D channel to derive second monitoring data; and correlation apparatus coupled to said first and second equipment to receive and correlate said first and second monitoring data.

According to another aspect of this invention there is provided apparatus for monitoring an ISDN link, comprising the steps of: first equipment for monitoring subscriber signalling messages on an ISDN D channel to derive first monitoring data; second equipment for monitoring additional signalling messages (e.g. SS7 protocol messages) on a signalling link in a telecommunications network coupled to said ISDN link, to derive second monitoring data; and correlation apparatus coupled to said first and second equipment to receive and correlate said first and second monitoring data.

Brief Description of Drawings

Methods and apparatus in accordance with this invention for monitoring ISDN links will now be described, by way of example, with reference to the accompanying drawings, in which:

- Figure 1 shows a distributed ISDN monitoring system;
- Figure 2 shows examples of local loop and core network probe measurements which may be correlated to create end-to-end service records; and
- Figure 3 shows one exemplary architecture for combined monitoring of an ISDN and an SS7 signalling system.

Best Mode for Carrying Out the Invention, & Industrial Applicability

The distributed monitoring system shown in the drawings has the capability to collect data from an ISDN, correlate these data in real-time, and provide a real-time view of services on the network. These data can be used for applications such as troubleshooting, surveillance, security, network planning, provision of accounting information to customers, fraud detection, billing and marketing information. The monitoring system can be used to monitor multiple ISDNs which may be interconnected by other technologies, such as internet protocol (IP) networks. Part of the ISDNs may be made up of older technologies, such as analogue.

Referring to Figure 1, the probes shown are part of a distributed monitoring system, and may be implemented as either link monitoring devices (using techniques similar to those in existing protocol analysers for example) or as software and hardware on network elements (such as nodes and switches). The distributed monitoring system is

constructed from the probes and standard computer and communications components, with specialised software which provides the applications described above. A principal function of this specialised software is to correlate data from different probes to provide a record or real-time trace of calls, transactions and other services as they occur on the network. The Hewlett-Packard *acceSS7* system is an example of a distributed monitoring system which could be used to implement parts of the system described above.

According to this invention monitoring of the local loop is also provided, in respect of subscriber signalling and the services themselves (for example the content of the B channels of primary rate access (PRA) or basic rate access (BRA) ISDN); furthermore data from any of the probes covering any of the technologies in the local loop or core network (see Figure 2) may be correlated (e.g. data from a probe for any local loop protocol at one end of the service, plus data from a probe for any core network protocol, plus data from a probe for any local loop protocol at the other end of the service).

An example of a monitoring system architecture is given in Figure 3. This shows probes passively monitoring both the SS7 network and the PRA ISDN. The SS7 passive-monitoring probes could be for example from the Hewlett-Packard *acceSS7* system. The ISDN primary rate access probes could for example be constructed using the same techniques as in existing protocol analysers (such as the Hewlett-Packard 37900D Signalling Test Set).

According to this invention the distributed monitoring system is arranged to correlate real-time data from any combination of these probes. This includes, for example, the D channel and B channel of ISDN PRA and the signalling units from SS7.

The invention can be applied in respect of other protocols and technologies in the access network. An important example is the use of remote digital terminals to concentrate a number of different local loop technologies to a common interface. The local loop technologies supported are: traditional analogue connections, ISDN primary rate and basic rate, various copper-pair based high-speed digital subscriber loop technologies (e.g. ADSL, HDSL), "Fibre in the Loop" and wireless technologies. The ITU-T V5 specification and the Bellcore GR-303 series of specifications are examples of architectures used to concentrate the subscriber loop technologies. Probes can be constructed which monitor the connection between the digital terminal and the local switch (e.g. the V5 or GR-303 protocol), using technologies already available for protocol analyser products such as the HP 37900D. The probes can determine the signalling protocol on the connection, and monitor the bearer channels, in a similar way to the ISDN monitoring architecture shown in Figure 3. This data source should be considered part of the distributed monitoring system for the following discussion. Service usage data can be obtained from this source in a similar way as for ISDN, but for a broader range of subscriber loop technologies.

For convenience the invention is described primarily with reference to narrowband ISDN and its associated B (bearer) channels and D (data) channel. However, it should be understood that this terminology is to be taken as including within its scope channels with analogous functionality in broadband ISDN systems, such as asynchronous transfer mode (ATM) systems, whether or not they are customarily identified by these terms.

The analogue of the D channel in the broadband ISDN is a predefined virtual channel called the Signalling Channel. In the case of non-associated mode signalling this channel is identified by Virtual Path Identifier (VPI) = 0 and Virtual Channel Identifier (VCI) = 5. In the case of associated mode signalling there is an independent signalling channel for each virtual path that is using associated signalling. This signalling channel has the same VPI as the virtual path and VCI = 5.

The analogue of the B channel in the broadband ISDN is a dynamically assigned virtual channel (sometimes called a Switched Virtual Circuit or SVC), which is set up using messages on the signalling channel, and which carries the communication traffic between the two communicating endpoints. This can be identified by capturing and decoding of the relevant signalling messages on the signalling channel, as described in more detail later.

20 GENERATION OF SERVICE RECORDS

This section lists the types of fields in various examples of service records, and describes how the distributed monitoring system could provide the required data. A service record is generated for each instance of the usage of a specific service. This is a generalisation of a call record, which is generated by current switches. A service is normally defined from the perspective of the user. The service may actually involve a number of calls or transactions, for example. The service records described here correlate together these different calls and transactions, using information from the SS7 and ISDN signalling information, to provide a single record of the service.

30 1. Calling Party Information.

This includes any information which can be derived about the calling party from the data flowing on the links of the Integrated Services Digital Network, and is therefore available to the link monitoring probes. Typical information includes: calling party number; any ISDN sub-addressing information; calling party name; X.25 or frame relay addresses; other network addresses; and any numbers or addresses related to billing.

This information may be derived from: call setup messages on the ISDN D channels, at either the originating or terminating end or both; and/or from call setup messages on any of the SS7 links. Additional information may be derived from the ISDN B channel for certain services such as frame relay. In this case the headers of the frames

contain addressing information. Additional information may also be derived from any intelligent network services messages which flow over the SS7 links as part of the specific service usage. Further information may be derived from looking at the ISDN B or D channels of any intelligent peripherals involved in the specific service usage.

5

2. Called Party Information.

As for calling party information, but replace calling party by called party.

3. Network Routing Information.

10

This may include any information on the network resources which were used to provide this specific service usage. The following are examples of data which might be provided:

15

- ISDN links and channels used;
- SS7 links and nodes used;
- trunks used;
- intelligent network nodes used.

Each of these uses is time-stamped, and the sequence and nature of the use indicated.

These data can be obtained in a similar way as was described for item 1 above.

20

4. Intelligent Network Services Information.

This may include any information on intelligent network services used for this specific service usage. The following are some examples of the data which may be provided:

25

- calling party name delivery information;
- local number portability information;
- call forwarding information;
- interactive voice response information on the use of intelligent peripherals;
- 800 number services.

This information includes time-stamps, duration and the nature of the use.

30

These data can be obtained in a similar way as was described for item 1 above.

5. Service Status and Termination Information.

35

This may include time-stamped information on the initiation of the service, any status changes occurring during service and the termination of the service. The termination information should include the reasons for termination.

These data can be obtained in a similar way as was described for item 1 above. In particular, the call clearing messages on the SS7 links and the ISDN D channels can provide details on the reasons for call termination.

6. Analysis of B-Channel to Distinguish Voice from Fax or Data.

As part of the process of generating service records, the B-channel associated with a particular call can be identified from the signalling messages on the corresponding D-channel. The probe monitoring the link carrying the B-channel can be instructed to capture data from the B-channel. An analysis of the spectrum of this captured data can be used to identify the type of service being carried in the B-channel. This could be used for distinguishing a voice call from a fax or data call. The probe can be instructed to periodically sample the B-channel to check for any change in the type of service being used.

7. Analysis of Tones in the B-Channel to Identify Any Additional Dialed Data.

The probe may also be instructed to analyse the data captured from the B-channel to identify any multi-frequency tones (eg DTMF) which may provide further information about the call. This may be used to identify any additional digits dialed by the subscriber after the initial call is connected. These digits can be added to any service record which is generated by the monitoring system for the call. It could also be used for identifying a fax call from the signalling between two fax machines.

8. Service Type.

This may include information on the following types of services:

- voice;
- modem;
- fax;
- video;
- X.25;
- frame relay;
- ATM (asynchronous transfer mode);
- LAN interconnection.

These data can be obtained in a similar way as was described for item 1 above. In particular, the call establishment messages in the ISDN D channel provide information on the type of service. This can be correlated with data taken from the ISDN B channels identified in the ISDN D channel signalling.

9. Service Quality Information.

The service quality information provided is dependent on the service indicated in the service type field. The following gives some examples of what can be provided for specific services.

Voice quality is mainly indicated by the bit error rate and the delay. These parameters can be measured using a passive monitoring system, by using the signalling

information to identify the ISDN B channels which are carrying the voice signals. The bit streams from each of the B channels identified can be compared to derive the delay and bit error rate caused by the intermediate networks. This is particularly important where one of the intermediate networks is packet or frame based and cannot guarantee delivery times (e.g. IP protocol or ATM).

Video, modem and fax quality can be addressed in a similar way.

The data oriented protocols (X.25, frame relay, ATM and LAN interconnection) require additional data. These can again be measured by using SS7 or ISDN signalling data from the probes to identify the ISDN channels carrying the protocol. Existing protocol analysis techniques can be used to provide estimates of parameters like packet loss, retransmissions, CRC errors, throughput and packet delay.

10. Service Usage Information.

The time of usage data provided by the distributed monitoring system depends on the specific service. Some examples follow.

Voice, video and fax services require call duration and allocated bandwidth.

The data oriented services require data such as total bits, frames and packets in each direction. This may be provided for regular time intervals for the duration of the service. It may also be broken down into a traffic matrix, where the data protocol has additional addressing information (such as IP addresses). The data are obtained in a similar way as is described for item 9 above.

11. Security Information.

A particular instance of service usage may be an attempt to obtain unauthorised access to resources. The service record includes information which may indicate this type of behaviour. This may include information about the duration of call, the way the call was terminated and details of the service used.

An example would be where a modem is used repeatedly to try different passwords. The ISDN B channel used is identified from SS7 and ISDN signalling data. The probes then extract the data from the ISDN B channel, and the system can determine the modem protocol to identify behaviour.

The examples described above focus mainly on narrow band ISDN. However the same concepts apply to broadband ISDN and ATM. Variants of the Q.931 protocol are used in these standards for users to network interface signalling (UNI) and network to network interface signalling (NNI). These can be monitored in a similar fashion, and service records generated from the sequence of messages which control a particular call. The concept of channels is replaced by the concepts of virtual paths and virtual channels. However, the virtual path and virtual channel associated with a particular call can be

identified from the signalling messages, and the probes monitoring the links which carry these virtual paths and channels can be instructed to capture the data associated with the call and provides an analysis similar to the narrow band case for inclusion in the service record which is generated.

5

REAL-TIME UPDATES ON SERVICE USE

The data that populates the service records described in the previous section is collected in real-time from the monitoring probes. These data can be provided in real-time on remotely connected computers as they becomes available. A user of the distributed monitoring system can apply filtering criteria on any of the information described in the previous section, to select those instances of service use for which real-time updates are required.

10

APPLICATIONS

The following applications can be implemented using the data from the service records described above or the real-time service updates. Data from other sources may be used to enhance the effectiveness of these applications.

15

A. Quality of Service and Service Level Agreements.

20

The service records described above can be used to provide service quality information on selected customer's service. This can be used to track conformance to service level agreements, and be provided to the customer as an additional service. It can be provided as periodic reports, or in real-time using the real-time updates described above.

25

B. Surveillance and Troubleshooting for Network Operations.

The service records and real-time updates can be used to identify service or network faults. The information can also be used to troubleshoot the faults.

30

C. Fraud Detection.

The service records and real-time updates can be used to identify potential fraudulent use of the network or service. Indications may include excessive use of high value services, unusual call termination behaviour and repeated failures to gain access to a service. The distributed monitoring system may be used to track the service usage of potential high-risk users in real-time.

35

D. Security and Hacking Detection

Potential security threats can be identified by repeated failures to gain access to a service. They also may be indicated by successful access to sensitive services, such as

maintenance ports on customer premises equipment (CPE). This type of data is available from the service records and the real-time updates.

E. Billing Data

- 5 The service records can be used as a basis for billing which is dependent on any of the fields in the service record. This allows, for example, billing to be based on the actual service quality delivered. It also enables billing to reflect the nature and generation of the usage of resources on the network, such as intelligent peripherals and databases.

10 F. Use of B-Channel Data for Billing or Billing Verification Purposes.

- In some countries the regulatory requirements for Telecom operators require that calls carrying voice have a different tariff to calls carrying data. They also require that any access charges between operators depend on whether the call is voice or data, and if it is voice there is also a dependency on the final destination for call. The service records
15 generated by the monitoring system can be used to determine the bill in these cases (and similar situations), using the data derived from the B-channel as described in respect of items 6 and 7 above.

G. Customer Accounting Data

- 20 The detailed service usage information in the service records can be provided to customers for use in their internal accounting. This includes the traffic matrix information for packet and frame based protocols, which the system derives from the B and D ISDN channels.

25 H. Customer and Telecom Operator Network Planning

 The service records can provide detailed information on the use of network resources which can be provided to network planning departments within the operator and the customer.

30 SS7 SIGNALLING NETWORKS AND VOICE TRUNK NETWORKS

1. A Monitoring System to Provide Call Records Containing Data from Both the SS7 Signalling Network and the Trunk Network.

- A monitoring system such as Hewlett-Packard's *acceSS7* system can be used to generate call (or service) records by monitoring the sequences of messages on the SS7
35 network. This monitoring system can be extended with probes which monitor the trunks which carry the voice path for calls. The trunk carrying the voice path for a particular call can be identified from fields within the SS7 messages (normally the TCIC in the IAM). The probe connected to this trunk can then be instructed to capture the data from the trunk for analysis in real-time or at a later date.

2. Analysis of "Voice Path" to Distinguish Voice from Fax or Data.

As part of the process of generating service records, the trunk associated with a particular call can be identified from the signalling messages on the corresponding SS7 network. The probe monitoring the trunk can be instructed to capture data from the trunk. An analysis of the spectrum of this captured data can be used to identify the type of service being carried in the call. This could be used for distinguishing a voice call from a fax or data call. The probe can be instructed to periodically sample the trunk to check for any change in the type of service being used.

10

3. Analysis of Tones in the "Voice Path" to Identify Any Additional Dialed Data.

The probe may also be instructed to analyse the data captured from the trunk to identify any multi-frequency tones (eg DTMF) which may provide further information about the call. This may be used to identify any additional digits dialed by the subscriber after the initial call is connected. These digits can be added to any service record which is generated by the monitoring system for the call. It could also be used for identifying a fax call from the signalling between two fax machines.

15

4. Use of "Voice Path" Data for Billing Purposes.

In some countries the regulatory requirements for Telecom operators require that calls carrying voice have a different tariff to calls carrying data. They also require that any access charges between operators depend on whether the call is voice or data, and if it is voice there is also a dependency on the final destination for call. The service records generated by the monitoring system can be used to determine the bill in these cases (and similar situations), using the data derived from the "Voice Path" as described above.

20
25

EXAMPLE OF IMPLEMENTATION FOR B-ISDN USING ATM

A more detailed description of an implementation for a broadband ISDN using ATM will now be given.

ATM infrastructure including UNI and NNI signalling, and potential monitor points: the probes monitor ATM links which may support a User Network Interface (UNI) of a Network Network Interface (NNI). These may be public, private or inter-carrier interfaces - section 4.1 of the ITU-T standard Q.2931 "B-ISDN Application Protocols For Access Signaling" gives more details of these interfaces.

30
35

The probes monitor one or more of the links in the ATM network and have the capability to correlate data between them, as indicated in Figure 1.

Description of ATM probe including passive optical tap: the ATM probes monitor the links by means of an optical power splitter which has been physically inserted into the

optical link. This ensures that the probe cannot modify the transmissions on the link. The probe takes a percentage of the optical power (typically 10%) and uses this to provide a copy of the ATM cells which are being carried by the link. The probe has hardware (e.g. processor, memory and input/output interfaces) and software enabling it to
5 decode the ATM protocol and the higher level protocols being carried over the ATM layer.

The Generation of Service Records (SRs) for Switched Virtual Circuits (SVCs, also referred to as calls):

10 Step 1. Configuring the Service Record Collection System.

Collection criteria are specified for the monitoring system. This may be performed by a system administrator, or programmatically by a software application. The criteria may include a list of probes which should be instructed to monitor for signalling SETUP messages (see section 6.3.1.6 of "Private Network - Network Interface
15 Specification" Version 1.0 (PNNI 1.0), ATM Forum af-pnni-0055.000, March 1996) which match a set of filtering criteria. The filtering criteria identify characteristics of the fields in the SETUP message. These will typically require matching to all or part of the Calling or Called Party Number Information Element (see section 4.5.11/13 of Q.2931 referenced above) of the SETUP message. An E.164 address is the most likely address
20 type, but other types of addresses, (e.g. Network Service Access Point (NSAP) or private numbering plans) could also be supported.

A second part of the collection criteria may specify which measurements should be made on calls which match the filtering criteria.

A third part of the collection criteria may specify which measurements or call
25 information should appear in the Service Record generated for that call.

A fourth part of the collection criteria may specify that a partially complete Service Record is sent in real-time at a specific point in the call.

30 Step 2. Capture each SETUP message on the Signalling Channel and match against filtering criteria.

Probes which have been instructed to monitor for setup messages will capture all setup messages from the Signalling Channel (as explained above, this is identified by VPI = 0 and VCI = 5 for non-associated signalling, or VCI = 5 and all VPI for associated signalling) and keep those that match the filtering criteria. A time stamp is also generated
35 at the time of capture and stored with the SETUP message.

Step 3. For each setup message which matches the filtering criteria, create a Service Record (SR) and populate with information from the SETUP message.

Any of the information elements in the SETUP message can be decoded and analysed and the information used to populate the SR. The time stamp associated with the SETUP message is also stored in the SR.

Step 4. Identify the Virtual Circuit Associated with the Call.

The SETUP Message or subsequent signalling messages which are part of the same call may carry information which identifies the virtual circuit which will carry the communications associated with the call. Typically the Connection identifier information element call for the SETUP message will identify the VPCI/VCI for the virtual circuit. However, this information may be carried in a subsequent CALL PROCEEDING message. In this case the Call Reference information element (section 4.3 of Q.2931) from the SETUP message is extracted, and the probe is instructed to capture any CALL PROCEEDING message (section 6.3.1.2 of PNNI 1.0) which has the same Call Reference value. Care is needed to distinguish between calls in opposite directions, which may use the same Call Reference - the 'call reference flag' is used to do that. The VPCI/VCI for the virtual circuit can then be identified from the CALL PROCEEDING message.

Step 5. Identify the Virtual Circuit Associated with the Call At Other Monitoring Points.

Any probe on a link which carries a given SVC will capture the SETUP message and start to generate a service record for that SVC. This problem with duplicate service records can be avoided by configuring the monitoring system (in step 1) to only capture SETUP messages at ingress links (or only at egress links). However, certain measurements are made possible if two measurements points are available; this is particularly useful where the ingress and egress points are monitored.

The SETUP messages corresponding to the same SVC will have the same Calling and Called Party Number information elements. This information is sent to a common correlation point from where the probes can be instructed to make two point measurements in real-time. Alternatively the Calling and Called Party Number Information in the service records can be used at a later point to combine service records for the same call into a single record. Two point measurements such as cell loss can be computed as part of this process.

Step 6. Perform Quality of Service Measurements On the Virtual Circuit.

Single point measurements -- an example of a single point measurement which can be performed once the virtual circuit carrying the communication has been identified, is throughput analysis. The number of bytes or cells transmitted is measured at a number

of time intervals during the call. The distribution of throughput (in bytes per second for example) can be computed. A broad distribution indicates significant fluctuations in throughput. This would cause problems for any application which requires constant throughput.

- 5 Other examples of single point measurements are computation of the call setup time and the measurement of the application response time for higher level protocols such as TCP/IP.

- 10 Two point measurements -- a simple example of a two point measurement is to count the number of cells transmitted on the virtual circuit at the two monitoring points. The difference between the two numbers will give the cell loss. This measurement can be made for the call as a whole, or at time intervals during the call.

Other examples of two point measurements are measurements of the delay variation between cells, between the two measurements points.

- 15 These quality of service measurements can be included in the service record for the call, or used to produce overall statistics for the quality of service provided by the network.

Step 7. Perform Usage Measurements On the Virtual Circuit.

- 20 Usage measurements are computed at a single point. Simple examples are the counts of the bytes, cells or protocol data units. These may be stored as part of the service record for the call. More complex measurements, such as traffic matrices for the higher level protocols, may be stored as separate records associated with the call. An important example is the generation of IP flow records for calls which carry IP traffic. This may be used to provide a real-time stream of IP flow records to other applications.

25

- Step 8. Monitor the signalling virtual channel continuously for RELEASE messages corresponding to the SETUP messages which match the filtering criteria. The RELEASE and SETUP messages are matched using the call reference value, and used to trigger the following steps: populate the service detail record with the termination time and any fields relating to the reasons for termination; instruct the probe to stop monitoring for the RELEASE message; and mark the service detail record as complete, and optionally forward to applications servers or storage servers.
- 30

- A time-out should also be provided to terminate monitoring for the RELEASE message, and mark the service record as complete, if a RELEASE message is not found within the time-out period.
- 35

CLAIMS

1. A method of monitoring an ISDN link, comprising the steps of:
monitoring at a first location subscriber signalling messages on an ISDN D channel
5 to derive first monitoring data;
monitoring at said first location telecommunications traffic traversing ISDN B
channels associated with said ISDN D channel to derive second monitoring data; and
correlating said first and second monitoring data.
- 10 2. A method according to claim 1, including the steps of:
monitoring additional signalling messages (e.g. SS7 protocol messages) on a
signalling link in a telecommunications network coupled to said ISDN link, to derive third
monitoring data; and
15 correlating said third monitoring data with at least one of said first and second
monitoring data.
3. A method according to claim 1, including the steps of:
monitoring at a second location subscriber signalling messages on an ISDN D
channel to derive fourth monitoring data;
20 monitoring at said second location telecommunications traffic traversing ISDN B
channels associated with said ISDN D channel to derive fifth monitoring data; and
correlating said fourth and fifth monitoring data with said first and second
monitoring data.
- 25 4. A method of monitoring an ISDN link, comprising the steps of:
monitoring subscriber signalling messages on an ISDN D channel to derive first
monitoring data;
monitoring additional signalling messages (e.g. SS7 protocol messages) on a
signalling link in a telecommunications network coupled to said ISDN link, to derive second
30 monitoring data; and
correlating said first and second monitoring data.
5. Apparatus for monitoring an ISDN link, comprising:
first equipment at a first location for monitoring subscriber signalling messages on
35 an ISDN D channel to derive first monitoring data;
second equipment at said first location for monitoring telecommunications traffic
traversing ISDN B channels associated with said ISDN D channel to derive second
monitoring data; and

correlation apparatus coupled to said first and second equipment to receive and correlate said first and second monitoring data.

6. Apparatus for monitoring an ISDN link, comprising:

5 first equipment for monitoring subscriber signalling messages on an ISDN D channel to derive first monitoring data;

second equipment for monitoring additional signalling messages (e.g. SS7 protocol messages) on a signalling link in a telecommunications network coupled to said ISDN link, to derive second monitoring data; and

10 correlation apparatus coupled to said first and second equipment to receive and correlate said first and second monitoring data.

7. A method of monitoring a telecommunications system having transmission channels and an associated signalling channel, comprising the steps of:

15 monitoring at a first location signalling messages on the signalling channel to derive first monitoring data;

selecting a transmission channel identified by reference to information contained in said first monitoring data;

20 monitoring at said first location telecommunications traffic traversing the selected transmission channel to derive second monitoring data; and

extracting further information traversing the selected transmission channel by reference to information contained in said second monitoring data.

8. The method of claim 7, wherein the transmission channel is an ISDN B channel and
25 the signalling channel is an ISDN D channel.

9. The method of claim 7, wherein the transmission channel is carried by a telephone transmission link and the signalling channel is carried by a common channel signalling link, such as an SS7 signalling link.

30 10. The method of any one of claims 7 to 9, wherein said further information comprises dual-tone multi-frequency (DTMF) signals.

35 11. The method of any one of the preceding claims, wherein monitoring for at least one location is passive in nature.

12. The method of any one of the preceding claims, wherein correlation of data is performed to provide service records.

13. The method of claim 12, wherein said service records include data derived from an ISDN B channel.

1/3

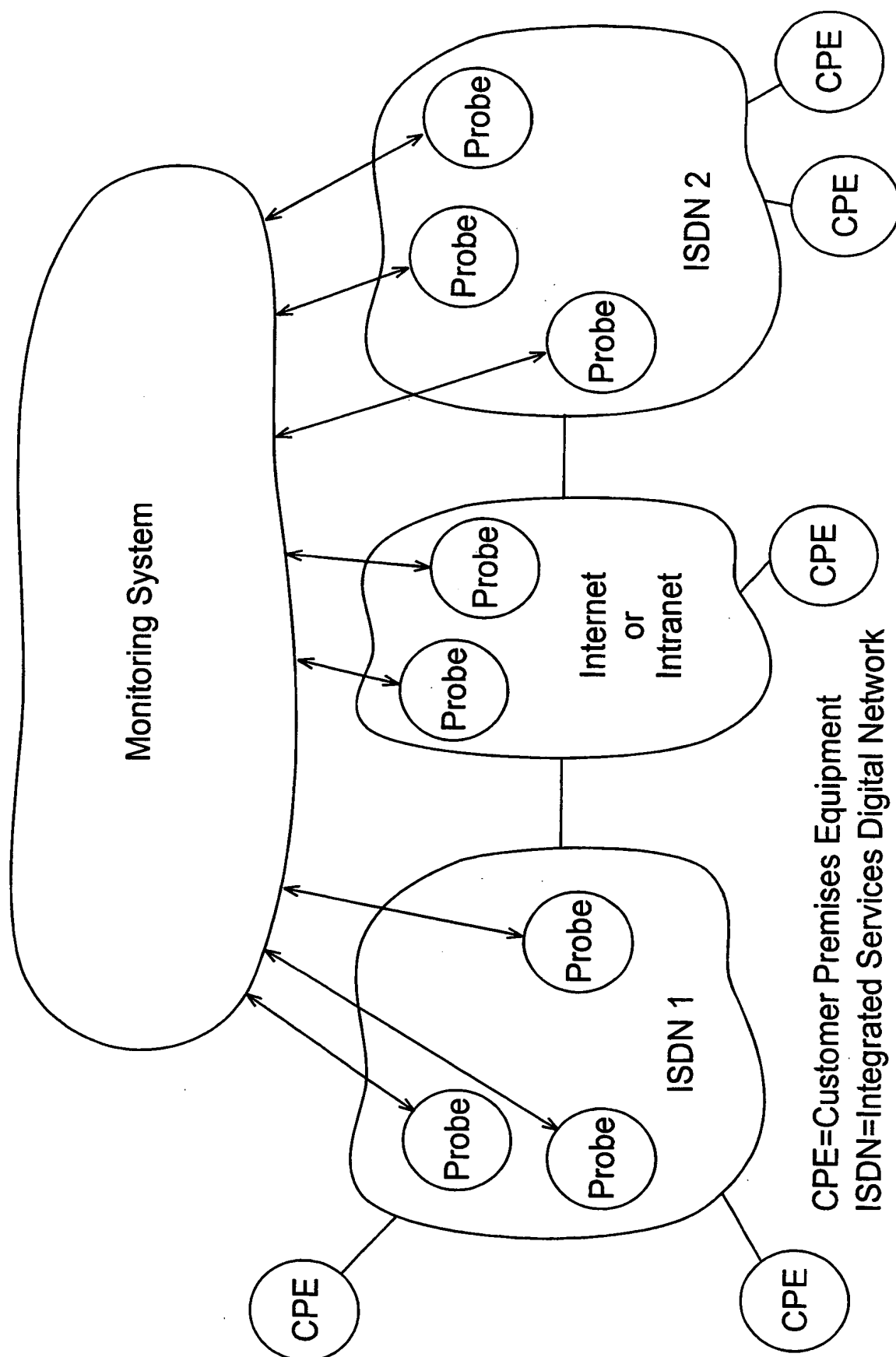


Fig.1: ISDN Distributed Monitoring System

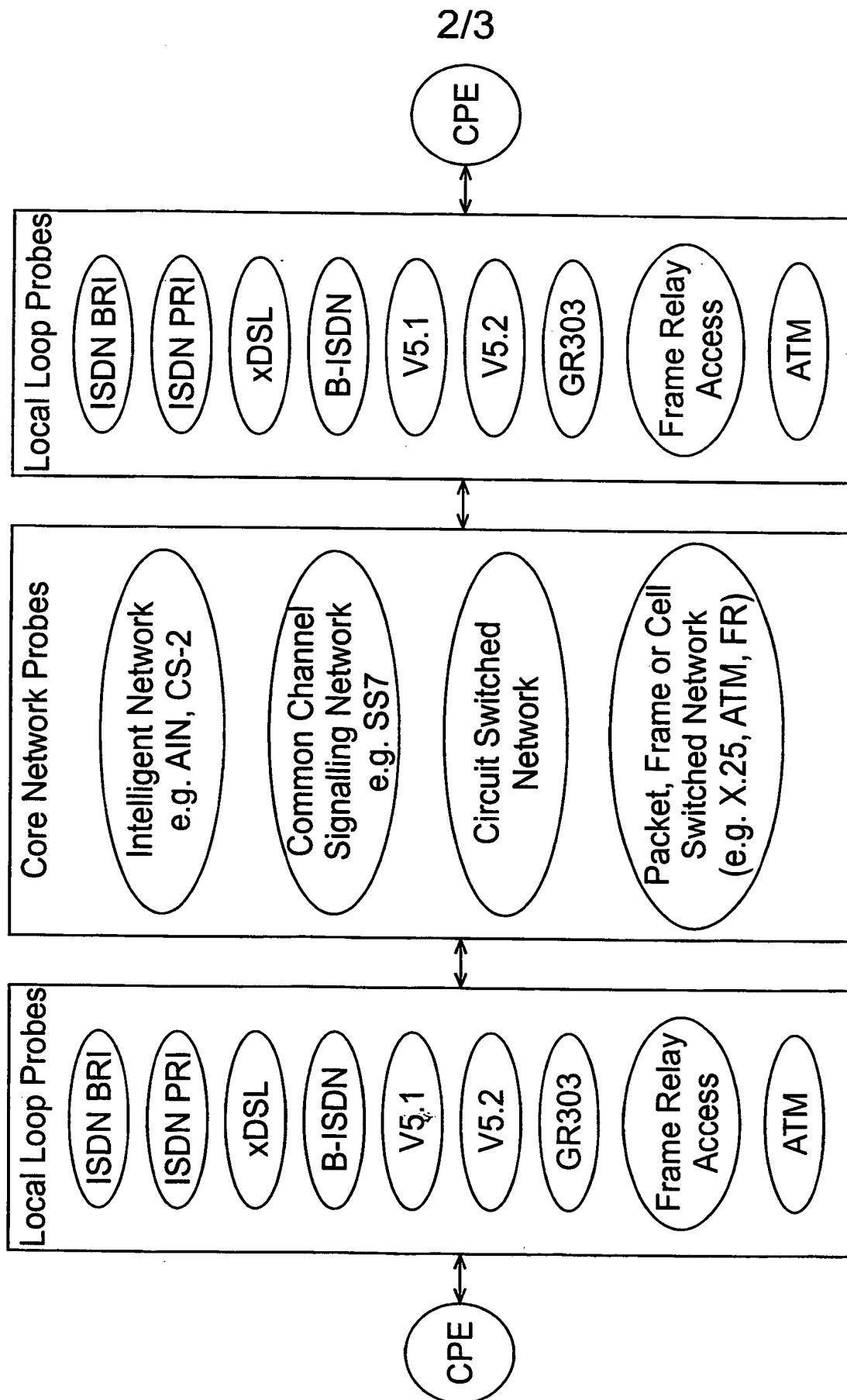


Fig.2: Correlation of local loop monitoring probes with core network monitoring probes to provide end-to-end service records

3/3

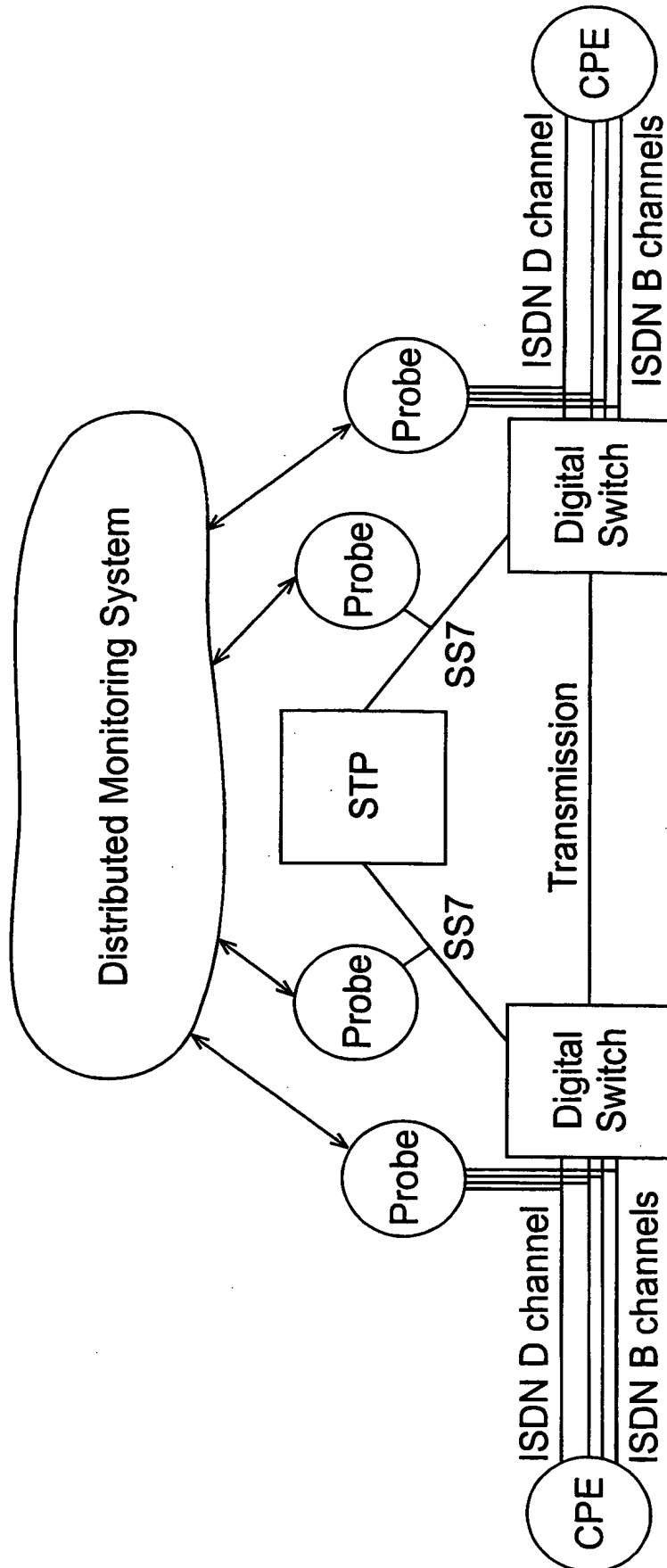


Fig.3: Example of Architecture for Monitoring ISDN and SS7 Networks